



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY ARMOR CENTER AND FORT KNOX
FORT KNOX KENTUCKY 40121-5000

REPLY TO
ATTENTION OF:

ATZK-CG (600)

4 March 2002

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Thunderbolt Six Policy Memo No. 38-31 – Commander's Open Door Policy

1. Reference AR 600-20, Army Command Policy
2. Commanders at all levels will establish an "Open Door" that allows soldiers the opportunity to present concerns, facts, problems of a personal or professional nature, or other issues under a set procedure. Unit commanders will determine specific procedures for their open door policy. The "Open Door" policy must be what best suites the climate of command in his/her unit.
3. I strongly encourage each soldier to make the chain-of-command function by allowing their leaders and supervisor every opportunity to assist in resolving an issue. Immediate commanders must attempt to resolve problems and handle soldier's concerns to the best of their ability. Quick resolution of the problem at the lowest level possible will have a favorable impact on unit readiness.
4. Soldiers whose issues or concerns are not able to be resolved by their immediate commander may request to see me by appointment through the appropriate brigade level commander or partner in excellence commander.
5. Post a copy of this memorandum along with the immediate commander's open door policy to all unit bulletin boards.

A handwritten signature in black ink, appearing to read "R. Steven Whitcomb", is located below the list of points.

R. STEVEN WHITCOMB
Major General, USA
Commanding

ATZK-CG

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